

THE IPN DISPATCH

IPN Monthly Dispatcher Update

April 2015

Chapter Stats

Here are your Top 8! These stats represent IPN call volume during the month of February. VIR & SCA were the only chapters to see an increase from their January numbers, kudos to those dispatchers for stepping up their game. Other chapters saw a slight drop, but the month was 3 days shorter. Can you help your chapter hit 4-digits?

California - 2318
Florida - 1902
New York - 1871
Massachusetts - 1121
New Jersey - 1120
Pennsylvania - 823
Ohio - 774
Illinois - 595



What's The Point?



The support team is often asked how the posting of points works. From a Quality Assurance perspective it's a lot of work. Our admin team must read through every page that is sent and check for accuracy, depth of info, timeliness, and guideline compliance. In addition, any time a complaint is received on a page they must pull up archived audio and actually listen to the call to be sure the report was accurate. This process is neither simple nor easy. Once this is done a point value is assigned to the incident. Each call type has a base value but it can be adjusted up or down based on

what has been described above.

All of the points earned during the week are accumulated in a bank under your ID. Every Monday morning, before most of us are awake, the IPN computer system posts all of these accumulated points from the prior week to your account and the process begins again. Our admin team does their best to clear out all calls dispatched prior to midnight (East Coast time) so that all your points are available to you. Once in a while, this does not happen because of other commitments. We do not allow this to happen very often but when it does your points will bank for the following week. IPN Dispatcher Rewards Points are never lost.

IPN Dispatcher of the Month

We are pleased to announce that **COL022** has been named DOTM!

He has been an active IPN dispatcher since 2010 and joined our Hotline Team in 2014.

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

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Dispatch 101 - Part A



This will be the first in a series of articles that are designed to help the newer members of the dispatch team navigate the system. We hope that the veterans will also take a minute to review the material. We beginning with the very first pierce of information that you as the dispatcher will enter: "The City".

In many cases the city or town will be available in the pull down menu. That makes it really easy. In other cases, you will need to acquire the county and then type in the name of the city. This can also be a town name, a township name or even an official census designated place (CDP). Villages, Hamlets and subdivisions are generally not allowed in this field. The

name of the fire company is also not permitted.

We know that in some areas the fire company has its own identity, coverage area or district. While this may be a form of government it is not the same thing as a city. Please take a minute to acquire the correct city name before sending the page. The name of the first due Fire Company is welcome in the narrative but it really shouldn't be used as the "City".

Many of you have noticed that when a call is entered the city that you use will change. This is because our geocoding process finds a match. When the match isn't the same as what you enter it will change it. Keep in mind that we are pulling from a government database. This means it's far from perfect. There have been many mistakes and it is a work in progress. If a call goes out with the wrong city name please update the call and state in the notes "U/D: the correct city is Xyz". In the future our plan is that you will be able to override this "match" so that you can enter the right city.

The other issue with the geocoding is that independent cities, like those found in Virginia, need to be attached to a county so that the program works. We are working on resolving this matter. For the time being, please select the closes county so that you can send the alert.

The final component of the City field is the issue of unincorporated areas. We know that these geocode with the name of the nearest big city even though it's a county incident. It's best to enter the word Unincorporated and hope that it sticks. You can also help stress that it isn't a city call by entering the agency name or acronym of that agency in the narrative. For example, a fire in Hillsborough County Florida may geocode as "Tampa" even if it isn't. By saying "HCFD o/s House Fire" our members can see what agency is in charge of the call.

That is all for this month. Check us out next time when we explore the address field.

Brush Fire Reminder

In most of our coverage area it is now spring time. This is the beginning of brush fire season so we wanted to brush up on the outside fire policies. Here are a few things to remember:

- Brush Fire is used for fires larger than 1 acre and for those with a full first alarm working.
- Major Brush is used for fires over 20 acres as well as fires with more than 3 alarms transmitted.
- Outside fires that have extended to sizable structures should be paged to the appropriate alarm level not the brush groups.
- Smaller brush fires are OK to page over Traffic Advisory if they impact traffic but don't quality as Brush Fire.



Pop Quiz

State Police and EMS both arrive at a motor vehicle accident and confirm an overturned truck down in a ditch. As EMS checks out the driver for injuries he reports there were 2 friends in the back of the truck when it flipped.

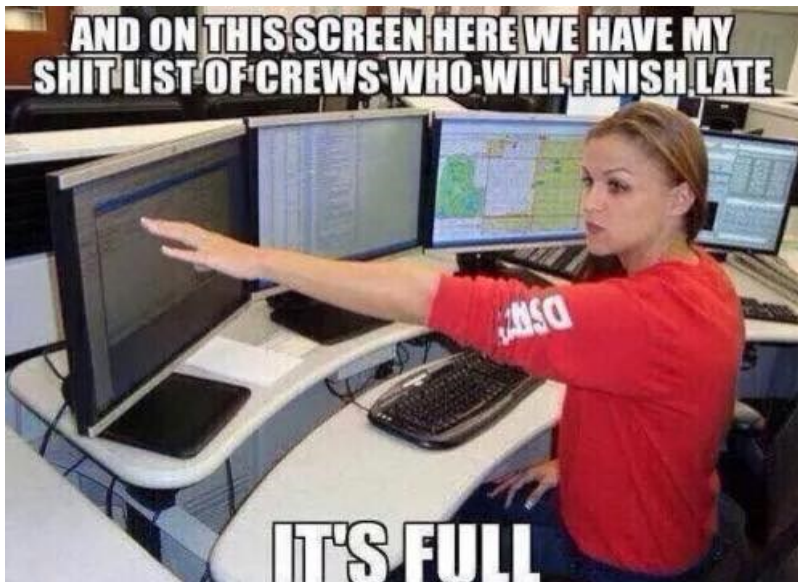
EMS now requests an engine response and a police K-9 unit to help search for the 2 occupants reportedly ejected from the truck and are now missing. The driver denies injury. How would you page it?

- A) Missing Person - units on scene are looking.
- B) Traffic Advisory - there are no serious injuries or entrapment.
- C) Search and Rescue - units are checking the area for possibly injured persons
- D) Major Accident - any crash with ejection is automatically serious.



EMS Humor

If you are or ever have been an EMS, Fire, or PD dispatcher, you've had this list. If you were ever in the field, you've been on this list!



“smoke showing” and you just know this is going to be a good working incident. So good, in fact, you have already typed up your narrative and are about to hit send, it's confirmed after all, right? Wrong. Seconds later, the FD scene commander cancels all additional units and reports this is steam (or fog machine, or leaves burning in the backyard, or etc, etc.).

It is IPN policy to wait for the appropriate agency's arrival to confirm details before sending your alert. Would you base a SWAT alert off EMS requesting PD backup on a medical aid where the patient has refused them entry (think “barricaded subject”). While it might actually take a turn for the worst, let PD arrive at the scene and make their size-up.

That report of a brush fire with “heavy smoke from a distance” could just as easily be a car fire on the side of the freeway.

It is very tempting to want to jump to conclusions and be the first to send an incident but patience will pay off and keep you from getting burned. It is how a good IPN dispatcher becomes an excellent IPN dispatcher. Which would you rather be?

Feed Review

-Madison, WI

Madison is the capital city of the State of Wisconsin and home to the University of Wisconsin-Madison. The fire department, consisting of 13 stations, provides Fire & EMS services to a population just over 240,000 (2nd largest city in Wisconsin). The city fire department responded to over 25,000 calls for service in 2013 making that about 70+ calls a day. No doubt, as trends go, the call volume is the same or greater since then.

The MFD has recently been added to PulsePoint and it never hurts to have extra sets of ears to help out with incidents and paging. If you need the Wisconsin (WSC) chapter added to your profile don't hesitate to contact support to have it included.

Click [HERE](#) for the Broadcastify Feed.



Waiting for the Size-Up

Have you heard fire dispatch report “caller states dark smoke from the structure” and then PD arrives to confirm

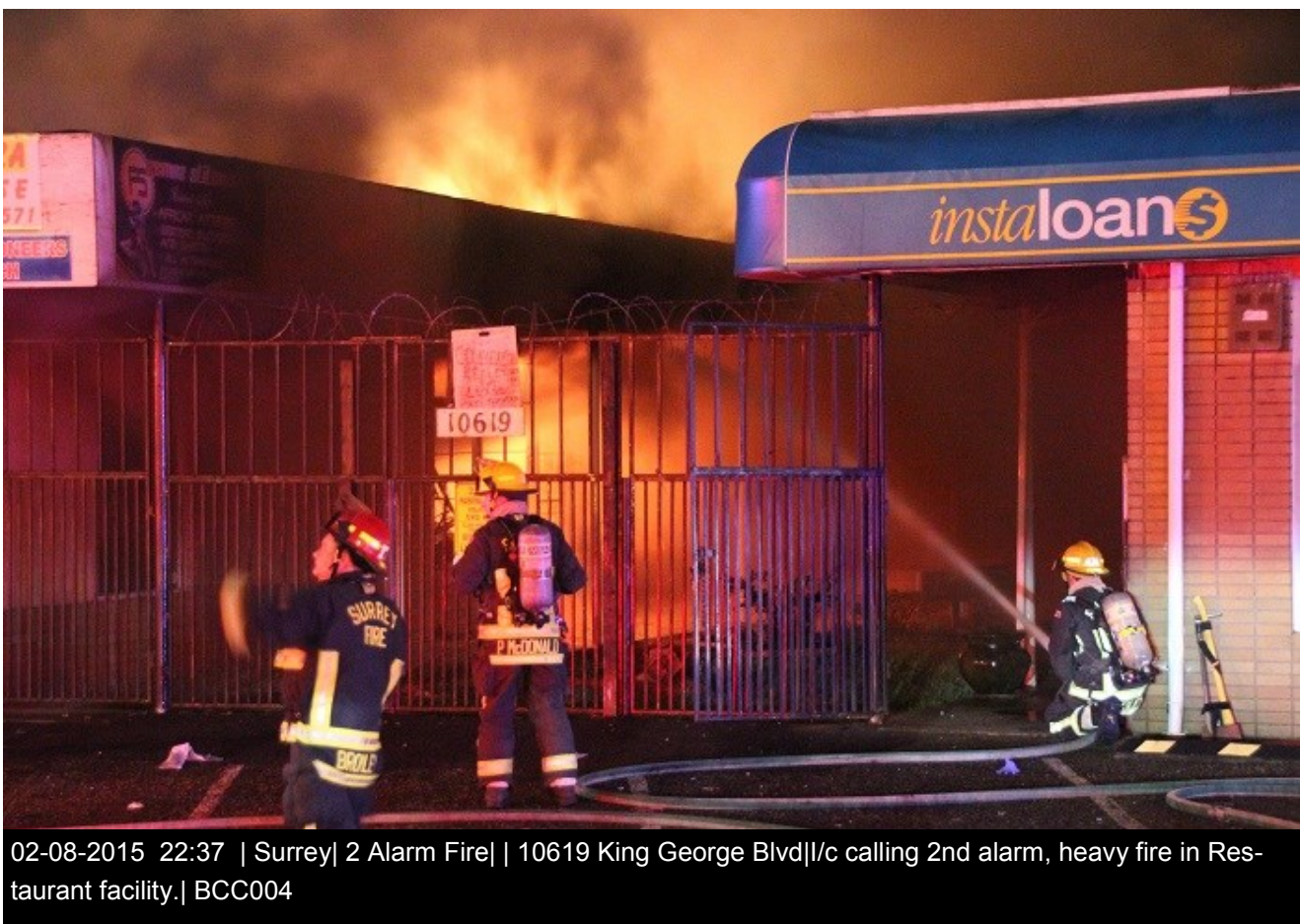
Incident Photos



Photo Submissions

We are getting some great photos sent in! Thank you and keep them coming. Just remember, photos of all IPN alerts types are accepted, not just fires. So send in those SWATs, vehicle rescues, MCIs, and more!

Send to:
newsletter@incidentpage.net
(emails to support are stripped of all attachments.)



Ask QA

-Abbreviations

Our QA Support Staff received this question and we wanted to share the answer with all of you:

"Can we add more abbreviations to the system? I have a hard time fitting everything I want to say in the text box. As long as it fits the context, can I use other abbreviations too?"

It is important that all dispatchers are aware of the abbreviations and their intended use. When our pages post to affiliated agencies, feeds, and RSS readers, these abbreviations are often replaced with the full characters or wording. As you can imagine, this can result in confusion and make our system appear unprofessional and sloppy.

A recent example occurred last month in 2 different Amber alerts. The dispatcher, shortening "white female" to W/F caused the abbreviation to be replaced with "working fire" on our affiliate sites and feed. One of the alerts is provided here as an example, with the dispatch ID removed.

AMBER ALERT (PEARLAND -) EMILY LINDSAY, WORKING FIRE, 5FT3, 100LBS, BLOND/BLUE, SUSPECT NICHOLAS VEGA, 23, 5FT10, BLUE CHEV CAMARO.

Please, make every attempt to spell out words in your narrative unless space is truly limited. We are working to expand the length of the narrative field and are working towards elimination of abbreviations altogether.

Do you have a question for our QA staff?

Send it to support@incidentpage.net

Past Newsletters

Did you know that you can still access our past newsletters online?

Click here for the month you want to review again:

[JULY 2014](#)
[AUGUST 2014](#)
[SEPTEMBER 2014](#)
[OCTOBER 2014](#)
[NOVEMBER 2014](#)
[DECEMBER 2014](#)

[JANUARY 2015](#)
[FEBRUARY 2015](#)
[MARCH 2015](#)



Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:

newsletter@incidentpage.net

General Support:

support@incidentpage.net

Dispatcher Admin Office:

1900 Weld Blvd, Suite 105
El Cajon, CA 92020

Quick Links:

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Pop Quiz Answer

Answer:

B - Traffic Advisory.

While it sounds like a more serious situation, everything is speculation and Traffic Advisory is what has been confirmed. If the patients are located and seriously hurt, an update to Major Accident is appropriate.

Don't forget to follow us on Facebook and ask a fellow dispatcher for an invite to the IPN Dispatcher facebook page. Look for prizes, raffles, and give-aways exclusively there. The more you share, the better the prizes!